

# Comparisons of Job Characteristics

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Billing and Posting Clerks (43-3021)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 78

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Billing and Posting Clerks (43-3021)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Clerical	7.3	15.2	14.7	0 Current knowledge level may be sufficient
Economics and Accounting	4.4	9.7	2.8	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 90

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Billing and Posting Clerks (43-3021)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	10.7	11.2	0 Current skill level may be sufficient
Mathematics	6.2	8.2	5.1	<< Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 90

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Billing and Posting Clerks (43-3021)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
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Oral Comprehension	12.5	11.6	11.9	0	Current ability level may be sufficient
Oral Expression	12.4	11.6	12.6	0	Current ability level may be sufficient
Near Vision	11.1	11.5	9.3	<	Some improvement in abilities may be required
Information Ordering	9.9	10.6	7.2	<<	Extensive improvement in abilities may be required
Written Comprehension	11.0	10.3	9.7	0	Current ability level may be sufficient
Speech Recognition	9.9	9.8	11.2	>	Current ability level is likely sufficient
Speech Clarity	10.2	9.6	10.1	0	Current ability level may be sufficient
Problem Sensitivity	11.1	9.5	8.5	<	Some improvement in abilities may be required
Number Facility	6.3	8.7	6.7	<	Some improvement in abilities may be required
Mathematical Reasoning	6.3	8.5	6.4	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 71

**Focus Occupation: Receptionists and Information Clerks (43-4171)**

**Associated Occupation: Billing and Posting Clerks (43-3021)**

Work Activities	Exclusivity of Activity
Fill out business or government forms	42
Maintain inventory of office forms	71
Maintain records, reports, or files	5
Operate business machines	68
Resolve customer or public complaints	54
Transcribe spoken or written information	74
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3
Use telephone communication techniques	62

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 87

**Focus Occupation: Receptionists and Information Clerks (43-4171)**

**Associated Occupation: Billing and Posting Clerks (43-3021)**

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3

Computer data input devices	2
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Information exchange software	1
Mail machines	51
Network applications software	1
Typing machines and accessories	25

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.